

COD Processing Update

March 26, 2004

Pell Grants

COD News

Pell Grant Information in NSLDS (3/25/04)

COD transmits Pell Grant records to NSLDS on a daily basis. However, there are some cases in which the student identifier information transmitted from COD does not match the information in NSLDS. As a result, the student's information will not be updated in NSLDS. The Department of Education is working to reduce the cases in which this occurs.

In these cases, schools should refer to the COD web site, www.cod.ed.gov, for the most current information regarding a student's Pell Grant eligibility. In addition, a school may want to check the student identifier information on the student's latest ISIR to determine if the school needs to update the student identifier information submitted to COD.

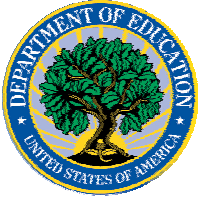
Pell Grant Phase-In Participant Updating Disbursements On COD Web Site (03/25/04)

COD has simplified the way in which a Phase-In Participant updates a disbursement amount for a Pell Grant on the COD web site. Phase-In Participants no longer need to update the individual disbursements; they now enter the total disbursement amount for all disbursements, and the COD System automatically calculates the new disbursement amount. The updated amount displays the next day after nightly posting has occurred.

To update a disbursement amount, Phase-In Participants now follow these steps:

- 1) From the student's Pell Award Detail Information screen on the COD web site, click on Disbursements on the left side at the top of the screen.
- 2) Calculate the new TOTAL amount of all the disbursements.
- 3) Click on ANY existing disbursement and click on the UPDATE button.
- 4) Enter the new TOTAL disbursement amount for all the disbursements and click SUBMIT.

The COD web site displays a disbursement number 66-90 for the disbursement transaction just submitted for award years 2002-2003, 2003-2004, and 2004-2005. For all award years prior to 2002-2003, disbursement number 91-99 displays on the COD web site. If you have any questions about this change, please contact the COD School Relations Center.



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Downward Adjustments to 2003-2004 Actual Disbursements (03/25/04)

COD would like to remind schools that downward adjustments to 2003-2004 actual disbursements (DRI= True) can be performed on the COD web site via the Person Pell Information screen. Follow the steps below to perform a downward adjustment:

- 1) On the Person Pell Information screen, select the dollar amount hyperlink (located under the Award Amount Approved column) to view the Award Detail Information screen.
- 2) Click on the Disbursements link on the left side of the Award Detail Information screen to view the Award Disbursements Information screen.
- 3) On the Award Disbursements Information Screen, select the disbursement that needs to be adjusted from the Disbursement Number list. After selecting the disbursement, the Disbursement Information screen will display.
- 4) Click on the Update tab at the bottom of the Disbursement Information screen to view the Update Disbursement Information screen.
- 5) Enter the new disbursement amount that the student should be paid in the Accepted Amount field on the Update Disbursement Information screen.
- 6) Click the Submit tab at the bottom of the Update Disbursement Information screen.

As a reminder, Full Participants do not receive a response for web-based transactions unless they have requested to receive web responses under the COD web site's School Options Information screen. Phase-In Participants do not receive an acknowledgement for web-based transactions.

Updated COD Frequently Asked Questions (FAQs) Available (3/19/04)

COD has updated the FAQs on the COD web site. The FAQs are updated to reflect 2003-2004 and 2004-2005 processing changes. The FAQs are available from the COD web site by clicking the "Today's Update" link at the bottom of the page. If you have any questions about the document, or would like to see anything added, please contact the COD School Relations Center.

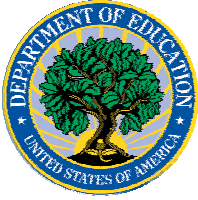
Resolved Issues

COD Issue from 2004-2005 System Implementation [03/17/04 (Updated 3/25/04)]

Previously COD notified you of the following system issue that was related to the 2004-2005 system implementation.

- When performing an Applicant Search, the COD System was not decoding the SSA match flag field properly. As a result, users were viewing a number value of 1-4 instead of the description.

COD development corrected the coding problem on March 24, 2004. The correct description for the SSA match flag now appears on the COD web site.



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Current Issues

COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]

COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. The COD development team has created the test scenarios and is testing them. COD will provide updates on this issue as progress is made.

First 2002-2003 ACA Payments Displayed As Drawdowns In COD [09/18/03 (Updated 03/25/04)]

COD has determined the first ACA payments for 2002-2003 that were deposited in schools' bank accounts in early July are displaying on the COD web site as a drawdown. This causes a school to appear as if they have unsubstantiated cash.

Schools can identify if they are in this situation by subtracting their Net Accepted and Posted Disbursements from the Net Drawdowns on the 2002-2003 Funding Information screen. The resulting figure will be equal to the first ACA payment for 2002-2003 Award Year.

COD anticipates the cleanup for this issue will be done by early April, before the first 2003-2004 ACA payments. The COD development team is actively working to resolve this issue as soon as possible and will provide updates as they become available.

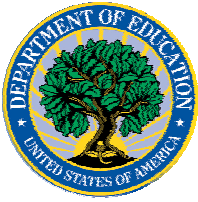
COD Web Site Response Time (03/19/04)

COD has learned that users of the COD web site are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD is currently researching the cause of the issues and monitoring the web site during these times. We are asking users to be patient. In the meantime, COD Customer Service would like schools to e-mail screen shots of any errors received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com. COD will provide updates as they become available.

COD Financial Screens Incorrect on COD Web Site [05/05/03 (Updated 03/19/04)]

As previously reported, the COD web site financial screens are displaying incorrect information. The "Summary Financial Info" screen is not displaying correct figures in the fields of "Disbursement Amount", "Disbursement Adjustment Amount" and "Ending Cash Balance".



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Additionally, COD has found the Total Unduplicated Recipients field on the "Funding Information" screen is not displaying the correct figure. Schools can refer to the "Yearly Totals" screen to view the correct figure for the Total Unduplicated Recipients.

COD is working to resolve these discrepancies. In the meantime, schools should refer to the "Funding Information Screen" for correct figures (with the exception of the Total Unduplicated Recipients). COD is asking schools to be patient regarding progress on this issue. Resources are focused on other items at this time, so progress will continue to be slow. If you have any questions regarding your funding in the meantime, please contact the COD School Relations Center.

Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]

COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the History screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site. COD has identified two different code fixes and cleanups that need to take place to resolve the problem.

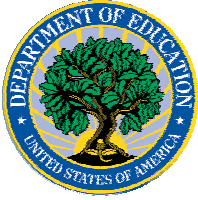
The first code fix has been migrated. The clean up plan for the affected records has been developed, and we will be performing the cleanup shortly. COD continues to test the second code fix and will notify schools when testing has been completed. In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

Mixed Person Records In COD (03/02/04)

As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. We would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD is working on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.



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Direct Loan

COD News

Reminder-Direct Loan Servicing Reports Limited by User Level (03/25/04)

As discussed in DLB 04-05, the Late Stage Delinquency Assistance (LSDA) report is available for schools on the Direct Loan Servicing web site. The COD School Relations Center has received many calls from users who are unable to access the report.

After researching the issue, COD determined that the restriction is based on the COD Web site user level. School User 1 and Third Party User 1 are users who may perform credit checks only; these users do not have access to the Services tab in COD or the Direct Loan Servicing link. If these users need to access Direct Loan Servicing, they must contact their Security Administrator to be assigned a different user ID.

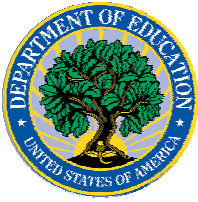
Downward Adjustments to Actual Disbursements (03/25/04)

COD would like to remind schools that downward adjustments to actual disbursements (DRI=True) can be performed on the COD web site via the Person Direct Loan Information screen. Follow the steps below to perform a downward adjustment:

- 1) On the Person Direct Loan Information screen, select the Award ID hyperlink (located under the Award ID column) to view the Award Detail Information screen.
- 2) Click on the Disbursements link on the left side of the Award Detail Information screen to view the Award Disbursements Information screen.
- 3) On the Award Disbursements Information Screen, select the disbursement that needs to be adjusted from the Disbursement Number list. After selecting the disbursement, the Disbursement Information screen will display.
- 4) Click on the Update tab at the bottom of the Disbursement Information screen to view the Update Disbursement Information screen.
- 5) On the Update Disbursement Information screen, enter the new disbursement Gross Amount, Fee Amount, Interest Rebate Amount, and Net Amount into the Gross Amount, Fee Amount, Interest Rebate Amount, and Net Amount fields.
- 6) Click the Submit tab at the bottom of the Update Disbursement Information screen.

Note: Adjustments to Direct Loan disbursement amounts and dates cannot be made at the same time. When adjusting disbursement amounts, the disbursement date must be the disbursement date already on file in COD for that disbursement number.

As a reminder, Full Participants do not receive a response for web-based transactions unless they have requested to receive web responses under the COD web site School Options Information screen. Phase-In Participants do not receive an acknowledgement for web-based transactions.



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Direct Loan Bulletin 04-09 Released (03/23/04)

Direct Loan Bulletin 04-09 was released to schools from the COD School Relations Center on March 22, 2004. This bulletin announces the New Exit counseling Guide for Direct Loan Borrowers and has been posted on IFAP at: <http://www.ifap.ed.gov/dlbulletins/DLB0409.html>. If you would like to be added to or removed from the distribution list, please submit an email to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

Updated COD Frequently Asked Questions (FAQs) Available (3/19/04)

COD has updated the FAQs on the COD web site. The FAQs are updated to reflect 2003-2004 and 2004-2005 processing changes. The FAQs are available from the COD web site by clicking the "Today's Update" link at the bottom of the page. If you have any questions about the document, or would like to see anything added, please contact the COD School Relations Center.

Direct Loan Bulletin 04-08 Released (03/19/04)

Direct Loan Bulletin 04-08 was released to schools from the COD School Relations Center on March 18, 2004. This bulletin is an explanation of an additional field that will be on the SAS report and the COD web site and has been posted on IFAP at <http://www.ifap.ed.gov/dlbulletins/DLB0408.html>. If you would like to be added to or removed from the distribution list, please submit an email to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

Direct Loan Bulletin 04-07 Released (03/18/04)

Direct Loan Bulletin 04-07 was released to schools from the COD School Relations Center on March 17, 2004. This bulletin is revised guidance for making borrower payments and has been posted on IFAP at <http://www.ifap.ed.gov/dlbulletins/DLB0407.html>. If you would like to be added to or removed from the distribution list, please submit an email to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

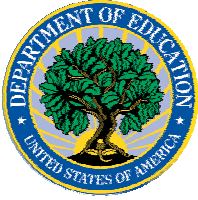
Direct Loan Bulletin 04-06 Released (03/18/04)

Direct Loan Bulletin 04-06 was released to schools from the COD School Relations Center on March 17, 2004. This bulletin is revised guidance on Refunds of Cash and has been posted on IFAP at <http://www.ifap.ed.gov/dlbulletins/DLB0406.html>. If you would like to be added to or removed from the distribution list, please submit an email to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

Resolved Issues

Credit Check Processing on COD Web Site [03/18/04 (Updated 3/26/04)]

COD previously notified schools that the ability to process credit checks for Direct Loan PLUS awards on the COD web site was not working properly. As of March 26, 2004 this functionality has been restored. Schools should now be able to perform credit checks online. If you experience any problems with this functionality, please contact the COD School Relations Center.



COD Processing Update

Current Issues

COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]

COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. The COD development team has created the test scenarios and is testing them. We will provide updates on this issue as progress is made.

Direct Loan Servicing and COD System Interface Issues (03/25/04)

COD transmits a daily file to the Direct Loan Servicing System (DLSS) updating DLSS with Direct Loan booking information. Sometimes, not all of the information is processed correctly due to systematic rejects and interface issues between the systems. When this occurs, COD reviews the rejects and processes them accordingly. Additionally, we implement code fixes and cleanups of incorrect data when necessary.

In some cases, the processing of rejected records and the related code fixes can take several weeks to complete. We understand that it causes confusion when data does not match between the systems and work to resolve any discrepancies as quickly as possible.

Direct Loan Reports On COD Web Site [11/12/03 (Updated 03/24/04)]

Schools previously reported to COD that they were unable to view their Direct Loan reports on the COD web site. When trying to access the report the school received an error message stating "*No status information is available for this NewsItem*". The error occurred when the report was retrieved as it was being assembled for the web site. This caused the report to stop processing before it was completed. As a result, the report was not available on the web site for schools.

COD has worked on the issue and believes that it is now resolved. However, we are waiting until the next run of the monthly reports in order to verify the results. In the meantime, if you are unable to retrieve your school's reports on the COD web site contact the COD School Relations Center with the report information.

Prior Award Year Promissory Notes Not in COD (03/23/04)

When performing system reconciliation of the COD System, the Direct Loan Imaging System, and the Direct Loan Servicing System (DLSS), we found that approximately 4,000 promissory notes were not migrated into the COD System. COD, DLSS and the Imaging Center are working on the cleanup to transfer the remaining notes to COD. We will notify schools when this has been completed.



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Loans with Pending First Disbursement Failing to Book (03/23/04)

COD has identified an issue with booking notifications. For Direct Loan awards that have a pending first disbursement, and also have an actual 2nd, 3rd, 4th, or 5th disbursement, the award is failing to book. As a result, a booked date does not appear in COD, a booking notification is not generated, and the award is not being passed on to the Direct Loan Servicing System.

COD is performing analysis on the issue and prioritizing the impact. COD will provide further details once a resolution plan and date have been established.

COD Web Site Response Time (03/19/04)

COD has learned that users of the COD web site are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD is currently researching the cause of the issues and monitoring the web site during these times. We are asking users to be patient. In the meantime, COD Customer Service would like schools to e-mail screen shots of any errors received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com. COD will provide updates as they become available.

Linking Promissory Notes and Awards With Punctuation (03/19/04)

COD has found an issue with the linking of promissory notes to awards that contain punctuation (such as a period, hyphen, or apostrophe) in the first two characters of the first name. This is resulting in awards being unable to link to a valid promissory note.

The COD development team is working in conjunction with the promissory note imaging team to resolve this issue. The promissory note imaging team has implemented a code fix that will allow the promissory note information to be transmitted properly to the COD System for processing. We are now developing the cleanup plan to correct this issue. COD will provide updates as they become available.

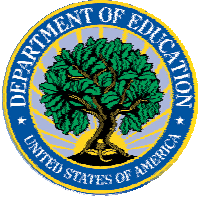
Online Changes Generating Promissory Note Packages In Error [12/16/03 (Updated 03/19/04)]

COD has noticed that, in some cases, when changes are made to a Direct Loan record on the COD web site, COD is generating additional promissory note packages to borrowers. Generally, the awards have already been linked to a promissory note and borrowers can ignore the additional correspondence.

This issue has been analyzed and is in the issues resolution process. However, it has been found to not affect data processing and has been given a lower priority for resolution. Therefore, progress will be slow and COD will provide updates as they become available.

Inactive MPN Not Viewable on COD Web Site [02/17/04 (Updated 3/19/04)]

When COD is notified by the Direct Loan Servicing System that a borrower has filed for bankruptcy or is deceased, the status for the MPN or MPNs associated with the applicable loans is changed to Inactive. COD has determined that when a Person Award search is performed on the COD web site the MPN is not viewable; however, it should display as Inactive.



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This is a COD web site display issue only, and the loans are being inactivated correctly. Because this issue is not affecting critical areas it has been given a lower priority. COD will continue to monitor this issue and will provide updates as progress is made.

Changes to Award and Disbursement Amounts Not Processed Correctly [11/05/03 (Updated 03/19/04)]

COD had an issue where schools were attempting to reduce/zero an award with a pending or actual disbursement and while the award amounts were reduced the disbursements were still showing an amount in COD. This caused the pending disbursements to appear on the school's pending disbursement list. Additionally, schools may have had a reject for COD Edits 041(Changed Award Amount is Less Than Total Disbursements) and 067 (Incorrect Disbursement Amount).

COD implemented a code fix in early January to allow award and disbursement changes to be processed correctly. However, after further research it was determined that the code fix is not working correctly. As a result, a new code change has been designed and is now being tested by our development team. We will provide updates as they become available.

Missing Promissory Note Acknowledgments [02/06/04 (Updated 03/19/04)]

The COD School Relations Center has found that Phase-In Participants are not receiving promissory note acknowledgements (DIPA or #A) when a change is made to a loan and the loan then is linked to a valid promissory note. COD resources are performing analysis for impact and prioritizing this issue. COD will provide updates to the community as progress is made.

In the meantime, if your school is in need of a promissory note acknowledgement, please e-mail CODSupport@acs-inc.com or fax (1-877-623-5082) the award IDs for which a promissory note acknowledgement is needed. COD will send the promissory note acknowledgements to your school's SAIG mailbox within 48-72 hours after receipt of the request.

COD Edit 089 Rejecting Incorrectly [10/30/03 (Updated 03/19/04)]

COD has determined there are two separate issues involving COD Edit 089 (Invalid Disbursement Due To Pending Bankruptcy). These are described below:

- The first issue affects students that have filed for bankruptcy and whose loans have since been discharged. The schools have obtained the new promissory note and sent in the origination for a new loan (which was accepted). When the school is trying to send in the disbursement record (dated after the discharge date) they are rejecting for COD Edit 089.
- The second issue occurs when schools are trying to zero the existing award and disbursement when a student files for bankruptcy (prior to obtaining a new promissory note). When the schools are attempting to zero the disbursement they receive COD Edit 089.

The COD development team is still continuing to research the code and associated processing issues and will report updates as they become available.



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MPN Status Inaccurate On COD Web Site [10/30/03 (Updated 03/19/04)]

For the 2002-2003 and 2003-2004 award years, the COD web site is displaying an MPN Status of Active for MPNs that have expired. The MPN Status should display Inactive. Currently we believe this is only a display issue. This is causing confusion for schools because the COD web site and NSLDS are both displaying an active status instead of an inactive status. Since this is a web display issue and does not impact data processing, it has been given a low priority status by our issue resolution team. COD will provide updates on this issue as they become available.

COD Issues from 2004-2005 System Implementation (03/17/04)

COD has discovered the following system issues related to the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004.

- When performing an MPN Search using only the last name, not all of the results display on the web screen. Until this issue is resolved, users are encouraged to perform an MPN search using both the first and last names.
- When performing an MPN Search, the Academic Year start and end dates display for multi-year MPNs. The Academic Year dates should display only for single-year MPNs.
- When viewing the Direct Loan Disbursement list screen, the fee field displays as a negative number instead of a positive number for records in an active status.

The COD development team is researching the code fix for these issues, and we will provide updates as they become available.

Direct Loan Rebuild File (03/12/04)

COD has discovered another issue with the Direct Loan Rebuild file. In some cases, the anticipated disbursement information fields in the report are being populated with the end date of the loan period and a \$0 amount instead of the correct anticipated disbursement date and anticipated disbursement amount. COD is researching the cause of the incorrect data in the report, and will provide updates as they become available.

Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 03/09/04)]

COD has several outstanding issues that affect the SAS report. The issues are listed below. Please note: these issues are not affecting every school, so please review your SAS carefully.

- 1) In some cases, the booked date was not listed for a disbursement when the loan booked date was populated. This resulted in disbursement transactions appearing as unbooked when they are really booked.

The COD 3.0 release includes a code change that should correct this issue. After the release, post implementation verification will occur to ensure the code is working properly. After this code is verified as working properly, this issue will be considered resolved.

- 2) Two schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. Analysis has shown that these issues were connected to specific system cleanup activities for a different issue, and this should not be a recurring problem for schools.



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COD understands these issues may impact your ability to use the SAS, however you still need to use this report to the best of your ability for reconciliation and substantiation. If you have any questions about your SAS report or reconciliation, please contact the COD School Relations Center.

Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]

COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the History screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site. COD has identified two different code fixes and cleanups that need to take place to resolve the problem.

The first code fix has been migrated, and the clean up plan for the affected records has been developed, and will be performing the cleanup shortly. COD continues to test the second code fix and will notify schools when testing has been completed. In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

Mixed Person Records In COD (03/02/04)

As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. We would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD is working on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.

COD Cash Activity Screen Inaccurate (02/19/04)

COD has discovered that the COD Cash Activity screen is not always displaying every drawdown that is reflected in the GAPS Activity Report. COD is researching the cause of this discrepancy and determining the root cause. We currently believe this is a Direct Loan issue only. However, if you have any Pell Grant examples of this issue, please report them to the COD School Relations Center so that they can be researched.